

TOURISM INDUSTRY CLEANLINESS BEST PRACTICES

The following document has been prepared to serve as a guide for Riviera Nayarit's tourism sector and includes detailed best practices from around the world on how to prevent the transmission of COVID-19. In preparation for a summer reopening, we must ensure that all establishments are elevating their standards of cleaning measures to regain consumer trust and assure we are well-prepared once travel resumes again. These guidelines will be updated continuously following the recommendations and requirements of local, federal and international authorities. For more up-to-date information on COVID-19 cases and resources in the state of Nayarit, visit: <https://covid19.nayarit.gob.mx/>

RESOURCES:



- Mexico Ministry of Health: <https://www.gob.mx/salud>
- World Health Organization's Operational considerations for COVID-19 management in the accommodations sector
- U.S. Travel Association Industry Guidance for Promoting the Health and Safety of All Travelers
- American Hotel & Lodging Association Enhanced Industry-Wide Hotel Cleaning Standards
- Hotel Association of Canada (HAC) Information and Resources for Hoteliers
- SG Clean - Singapore Government Agency
- Center for Disease Control Signage for Public Health Communication
- IATA

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I. TRAVELER WELLBEING & EXPECTATIONS

In general, establishments should consider that consumers will be holding everyone to higher cleanliness standards. They will be reviewing these measures even before making their decision to book travel to international destinations. New rules of engagement among travelers for their wellbeing include:

- A.** Communicate new cleanliness measures with guests before they arrive. Be proactive in showcasing everything being done at your establishment in preparation of guest arrivals.
- B.** Face masks are the new normal. They will be expected to be worn more often than not. Most airlines and other establishments have already begun implementing this new requirement to keep everyone safe.
- C.** Key Messages on new cleanliness and sanitation procedures should be given to all staff that are in contact with guests, allowing them to respond to any questions that may arise. This also includes providing reservation staff with a Q&A





II. HOTEL & RESTAURANT PROTOCOLS

- A. Appointment of Cleanliness Committee or Manager**, who will be responsible for establishing and implementing a cleanliness plan. This Committee or Manager will then be responsible for preparing the Cleanliness Plan that details all the steps that have and will be taken to minimize the chances of outbreak or contagion. This plan should be updated continuously according to the changes in the destination, on site or any other relevant circumstances. Assure this plan is available to all relevant stakeholders.
- B. Cleaning & Cleaning Products**
1. **EPA** approved disinfectants are the only products that should be used for proper sanitation of establishments. Hand sanitizing gel should have at least 60% alcohol content.
 2. Increased cleaning and disinfection throughout the establishment, especially in high-traffic areas such as the lobby, front desk, stairs, elevators, escalators, bathrooms, entrances/exits, casinos, restaurants, bars, lounges, business/computer centers, gyms, spas, pool and beach chairs, and children's areas.
 3. Consider installing or implementing technologies that enhance sanitation procedures, including:
 - a) Electrostatic sprayers with hospital-grade disinfectant to sanitize surfaces, guest rooms and fitness centers.
 - b) Incorporating the use of ultraviolet lights in guest rooms, kitchens, fitness centers, public common areas, etc. to destroy viruses and bacteria.
 - c) Installation of touch-free or low-touch solutions wherever possible: check-in, payment of goods, ticketing, digital key cards, dispenser, doors, sinks, soap dispenser, hand dryers and paper towel dispenser.



4. Housekeeping

- a) Do not provide housekeeping services throughout the duration of a guests' stay or while guests are in the rooms. Housekeeping shall maintain the practice of cleaning rooms thoroughly following check-out. However, guests should have the option to adjust the frequency of room cleaning during their stay upon special request.
- b) Ensure that proper amounts of hand soap, shampoo, towels and toilet paper is available in the room prior to guest arrival.
- c) All linens and laundry should be washed using the warmest appropriate water temperature. To minimize dispersing virus through the air, do not shake out sheets, towels or laundry items.
- d) All fabric that cannot be laundered should be steam cleaned (e.g. plush chairs, drapes, rugs, duvet covers) at a minimum temperature of 71 degrees celsius.
- e) Complete thorough cleaning of all hard surfaces in rooms using EPA-approved disinfectants, especially frequently touched areas and items such as toilets, sinks, doorknobs, faucets, light switches, remote controls, telephones, coffee makers, bar fridges and garbage cans.
- f) If a COVID-19 case is identified, the affected room should be removed from inventory until after undergoing proper quarantine and disinfection.

5. Front Services

- a) Implement proper sterilization procedure for sanitizing all luggage, bell carts, luggage storage rooms, bell desks, dispatch offices and other high-touch waiting areas at hotel entrances.
- b) Bellhops and valet drivers should be in personal protective equipment (gloves and masks) at all times.



C. Sanitation

1. Hand sanitizer dispensers, ideally touchless, should be strategically placed throughout properties, especially upon entrances to key areas and spaces. Hand sanitizer stations should also be considered for the back of the house for employees.
2. Sanitizing wipes should be readily available and placed throughout the property. High-touch areas to consider are pool and beach chairs, golf carts, desks, door knobs and bathrooms. Sanitizing wipes can also be given to guests upon arrival or offered as an amenity.
3. Button panels of hotel guest and service elevators should be disinfected at regular intervals throughout the day.
4. Adjust hours of operation accordingly to ensure thorough sanitation procedures are carried out.

D. Face masks are the new normal. Consider making branded face masks for both employees and guests. Upon arrival, these should be considered part of the welcome kit. Signage should be placed both throughout the property and in the back of the house that serve as reminders of how to properly dispose of masks and other types of face coverings.

E. Distancing should continue to be implemented. Among the consideration should be: ipsum

1. Limitation of the number of people in certain areas to assure distancing compliance is possible and enforced.
2. Signage that outlines six feet distances in certain spaces, especially in areas such as lines, elevators and moving around properties. This can be done with markers on the floor.
3. Physical barriers such as plastic or plexiglass between employees and guests in high exchange areas such as the front desk or valet parking. Ropes or other dividers can also be considered for other areas to keep employees and guests separated.



4. Seating should be rearranged in areas such as lobbies, restaurants, bars, lounges, pools and beaches to allow enough physical distances between parties.
5. Special activities that would otherwise promote large gatherings of groups should be suspended for the time being.
6. Share internal distancing requirements with third-party delivery drivers and any suppliers to follow when coming on property and interacting with back-of-house staff.

III. HEALTH SCREENING

- A.** Respiratory screening should be implemented on a regular basis for both employees and guests. If legally acceptable, consider doing temperature screenings upon check-in or in the case of employees, arrival to work.
- B.** A plan for any identified cases with guests, including process for alerting officials and medical facilities.
- C.** Testing should be implemented should anyone have cold, flu or COVID-19-like symptoms, even if they are mild.



IV. PROCEDURES & AMENITIES

- A.** Reconsider procedures at each property to reduce human-to-human contact whenever possible. Consider implementing mobile check-ins, text communication for updates and activities, and digital keys via Smartphone.
- B.** Consider removing amenities that may promote possible transmission. For example, consider shifting away from single-use toiletries and in-room items such as magazines, menus, pamphlets, decorative pillows, throws, notepads, and pens. Information should be available on the television, on an application or on the website.
- C.** Remove all non-disposable in-room glassware and in-room coffee machines. Replace with disposable alternatives in guestrooms and in lounge areas.
- D.** Consider eliminating decorative items for the time being. For example decorative desk or table top items that would require constant cleaning should be removed.

V. FOOD & RESTAURANT SAFETY

Restaurant and food safety will likely be one of the main concerns for consumers.

- A.** Require all food and beverage service and prep staff should wear personal protection equipment (PPE) at all times and be properly trained on how to change and dispose of PPE accordingly.
- B.** Perform additional cleaning and sanitation procedures in kitchens, restaurants and bars, etc.
- C.** For restaurants, replacement of reusable menus should be considered to disposable or electronic formats.



- D.** Implement additional food hygiene training to foodservice employees.
- E.** Provide additional grab-and-go or take-out restaurant options that allows the guest to pick up their own food.
- F.** Eliminate buffets in the near term, and consider ways to make buffets more hygienic in the long term by insta
- G.** Install sneeze and cough screens at all food displays, requiring food to be served by kitchen staff wearing personal protection equipment, and washing or changing serving utensils more frequently.
- H.** Demonstrate and promote a clean bill of health from the health department more visible to consumers.
- I.** Eliminate public snack/bar mix dishes.
- J.** Revise room service procedures to minimize human-to-food contact and human-to-human interaction, enforcing a no-contact delivery method. Make these policies clear to your guests before and at check-in, and on any room service menus.

VI. EMPLOYEES

- A.** Employee communications and training is even more important as establishments must assure that they are in the very best conditions to return to work. Among the precautions to consider:
 - 1. Employees must stay home if sick to avoid spreading illness to others.
 - 2. Employees must inform of their travels to any high-risk areas.
 - 3. Employees who notice other staff members displaying COVID-19 like symptoms should contact management.



- B.** Review Personal Protective Equipment that should be worn by employees, as well as training and proper disposal.
- C.** Employees should be required and encouraged to wash their hands more frequently using soap and water for 20 seconds. Training on proper handwashing techniques should be implemented on a regular basis, as well as signage to serve as a reminder. Also, remind employees not to touch eyes, nose and mouth with unwashed hands.
- D.** Cleaning staff should wear disposable gloves, gowns and face masks when cleaning rooms and public areas.
- E.** Employers should develop policies for worker protection and provide training to all cleaning staff on site on new or updated cleaning procedures. Training should include when to use PPE, what PPE is necessary as well as how to properly put on, take off and dispose of PPE.
- F.** Shared tools and equipment should be disinfected after each shift or transfer to a new employee. Sharing of food, drinks, cigarettes, etc. should be strictly forbidden.
- G.** Key Messages and Q&A on cleanliness should be provided to all employees to assure alignment and understanding of new requirements.
- H.** Consider temperature monitoring staff upon arrival or start of shift.



VII. TOUR OPERATORS & OTHER HOSPITALITY SERVICES

- A.** Tour companies and guides should provide all guests with amenity kits that include gloves, masks and antibacterial gel.
- B.** Tour buses and transportation services should enforce social distancing guidelines within vehicles by requiring one empty seat between guests. Guides and chauffeurs should maintain a 1.5 meter distance between themselves and guests at all times including during welcome and farewell salutations.
- C.** All companies providing guided tours should monitor temperature and wellbeing of all employees before each tour. All guides and chauffeurs must wear face masks at all times.
- D.** All vehicles or boats transporting tours groups of any size must be thoroughly disinfected between trips, and provide hands-free anti-bacterial gel stations and signage on proper social distancing displayed on board.
- E.** All luggage should be disinfected before being loaded onto the vehicle by way of rolling wheels over a mat with a water and bleach solution as well as wiping down with disinfectant wipes.
- F.** All high-contact hard surfaces should be frequently disinfected including door handles, side guard rails, windows, seatbelts, A/C buttons, life vests, helmets, fishing equipment, water sports equipment, etc.





VIII. AIRPORTS

- A.** Increase cleaning frequency of all public areas ensuring all are properly disinfected regularly.
- B.** Non-contact thermal imaging cameras should be placed to scan passengers both for arrivals and departures
- C.** Distancing measures using visibly displayed signage including floor markings or stickers on the floor
- D.** Antibacterial gel stations placed throughout
- E.** Employees
 1. Implement additional training especially for proper hand washing, coughing and sneezing etiquette, alternative greetings to avoid touching, etc. Require employees to stay home and seek medical attention if they are not feeling well.
 2. Providing protection gear include face masks, plastic face shields and disposable gloves
- F.** Display public health information throughout the airport
- G.** Assure proper airport ventilation to keep the air clean.
- H.** Build a psychological health service system for employees



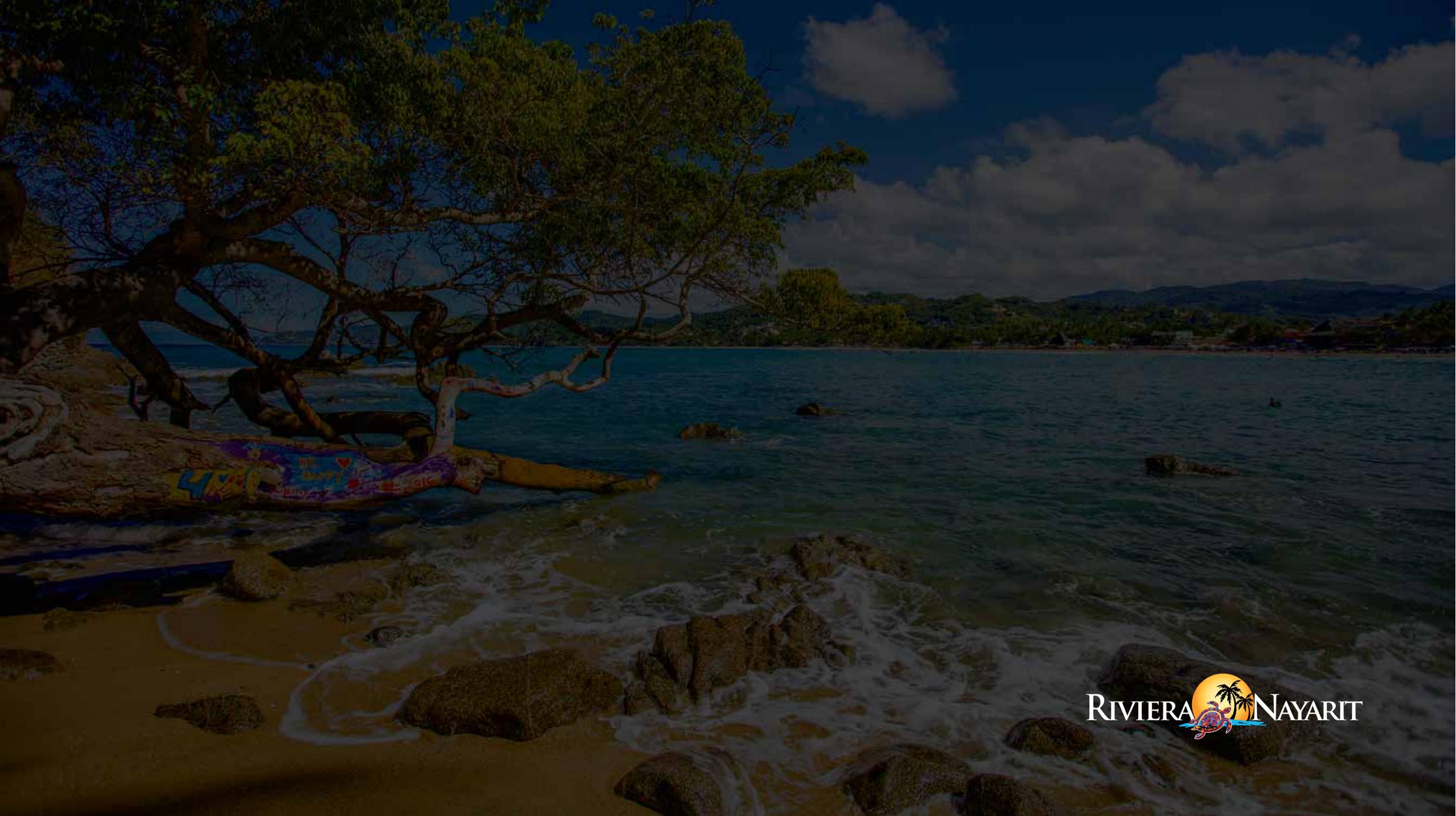
VIII. CLEANLINESS CERTIFICATION RESOURCES



The following companies are additional resources to certify cleanliness of the establishment. These companies have worked with the tourism sector in countries around the globe.

- A. Cristal International Standards: <https://www.cristalstandards.com/en>
- B. CheckSafetyFirst Certification: <https://www.checksafetyfirst.com/>
- C. Safe Hotels Certificate: <https://safehotels.com/certifications/>
- D. SGS: <https://www.sgs.com/en/training-services/health-and-safety-training>
- E. Global Biorisk Advisory Council (GBAC): <https://gbac.org/>
- F. Organización Panamericana de la Salud: Emerging Respiratory Viruses, Including COVID-19: Methods Of Detection, Prevention, Response And Control (4-hour course)
<https://www.campusvirtualsp.org/es/curso/virus-respiratorios-emergentes-incluido-el-2019-ncov-metodos-de-deteccion-prevencion-respuesta>





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